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Service Plan of the Division of Purchasing and General Services

Fiscal Year 2011

The Division of Purchasing and General Services consists of the state's "corporate" purchasing function and three programs that provide general services that operates as internal service funds. The mission of the Division of Purchasing & General Services is to provide best value goods and services. The core purchasing function is funded by the general fund while the internal service funds charge the end users for the services and products. The ISF rates are all approved first by the Executive Branch rate committee, and then by the Legislature. This Service Plan is prepared in compliance with Section 63A-1-111.

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Purchasing Services	a) State Cooperative Contracts			
	State Cooperative Contracts are used for commonly needed goods and services by state agencies, schools, higher education and local governments throughout the state.	The division coordinates the procurement process and subsequently manages over 600 state cooperative contracts. These contracts are available on the division's website and some of the contracts include the capability for electronic ordering. We produce a newsletter that provides updates and information about the contracts.	To have competitively procured best value contracts. Contracts should meet the needs of the customers. There should be no lapses in the availability of commonly needed products and services.	Customer Satisfaction Surveys. We survey a sampling of internal state and political subdivision customers on a quarterly basis. Voluntary Usage of State Cooperative Contracts. We obtain this data from political subdivisions and also from contracted suppliers. Number of benchmarked contracts. Lapses in State Cooperative Contracts. Number of strategic sourced contracts. Number of state cooperative contracts with on-line pricing and ordering capabilities.

1. Purchasing Services, continued	b) Agency Specific Procurements			
	<p>These procurements include both competitively obtained and sole source negotiated procurements resulting in agency specific purchase orders and agency contracts.</p>	<p>We coordinate the interchange between suppliers and the end users. We conduct and manage the procurement processes. We oversee and make contract award determinations. We supervise and coordinate the writing and analysis of contracts from both a procurement and a legal perspective. We ensure the fair and equitable treatment of all persons dealing with the procurement system of the state and foster effective broad-based competition within the free enterprise system.</p> <p>We oversee an electronic purchasing system that we have outsourced to RFP Depot to coordinate the electronic distribution and electronic receipt of bids, RFPs, RFQs and other purchasing methods.</p> <p>We have a staff of professional purchasing agents that performs market analysis and develops strategic sourcing methods to effectively and efficiently provide best value goods and services to our customers. We employ a skilled contract analyst to coordinate the legal review and negotiation of legal terms associated with the varied contracts administered by the division. We train public purchasing professionals throughout the state.</p>	<p>Timely procurements.</p> <p>Competitively procured best value procurements.</p> <p>Procurements should meet the needs of the customers.</p> <p>Procurements should demonstrate cost avoidance.</p> <p>Procurements should be controversy free.</p> <p>Timely procurement and legal review of contracts.</p>	<p>Estimated cost avoidance.</p> <p>Customer Satisfaction Surveys. We survey a sampling of internal state and political subdivision customers on a quarterly basis. We also survey suppliers on an annual basis.</p> <p>Number of legitimate protests and appeals.</p> <p>Number of benchmarked contracts.</p> <p>Number of strategic sourced contracts.</p> <p>Contract processing time.</p>

2. Print Services	a) Digital Print Services
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	<p>Digital Print Services offers walk-up copying services to state agencies. Included in the service is a copier that meets the agency's immediate and long term requirements and specifications. Full service maintenance is provided through the copier manufacturer or its local representative. Digital Print Services also provides all copier consumables, if desired.</p>	<p>When an agency subscribes, the program purchases and installs the copier(s), provides the required supplies, trains the staff on copier operation, and assures that the copier is well maintained.</p> <p>The principal advantages of the program are that all costs are paid from the agency's operating budget based on a cost per copy. A reliable copier is placed, the agency is relieved with the responsibility of the challenge and paper work of establishing maintenance contracts and ordering supplies. The benefits include improved agency staff morale, reduced copying costs and excellent service.</p>	<p>Service Rate Competitiveness.</p> <p>Rates are benchmarked against the private sector and other governments.</p>	<ul style="list-style-type: none"> • Customer Satisfaction Survey. We survey a sampling of internal customers on a quarterly basis. • Customer Account Renewal Rate for copiers; percent of customers that renew • Number of new accounts • Capacity utilization of leased copiers: percent of copier capacity utilized. • Internal Service Fund Breakeven Ratio
b) Print Service Center				
	<p>Print Services manages the outsourced contract with Xerox Corporation to provide high speed copying services. All high speed copying and finishing services are provided to agencies through this contract. Xerox produces this work primarily at the Capitol Print Center.</p>	<p>The consolidated print center provides black and white, color high speed copying and finishing services. Free pick-up and delivery are available for those jobs in hard copy form and completed print jobs. Print jobs are also transmitted to the center electronically.</p>	<p>Service Rate Competitiveness.</p> <p>Rates are benchmarked against other private sector providers and other governments.</p>	<ul style="list-style-type: none"> • Customer Satisfaction Survey. We survey a sampling of internal customers on a quarterly basis. • Internal Service Fund Breakeven Ratio

3. State Mail and Distribution Services	Incoming and Outgoing Mail Services			
	State Mail and Distribution Services is a full service mail processing and distribution agency. Our mission is to provide a cost effective and comprehensive mail and distribution support system for our customer agencies. Our goal is to assist all agencies and political subdivisions in taking full advantage of the state's postage and freight discount programs and to assist them minimize their mail finishing costs. This is achieved through extensive automation, consolidation, and on-going training efforts.	Services include picking-up, sorting and delivering inbound United States Postal Service mail, interagency mail, outbound United States Postal Service mail and special service inter-agency delivery of forms, supplies and parcels. State Mail offers state of the art inserting, folding and associated services. In addition, our customers benefit from our trackable inter-office delivery service (MailTrac), which provides proof of delivery.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments.	<ul style="list-style-type: none"> • Customer Satisfaction Survey. We survey a sampling of internal customers on a quarterly basis. • Number of pieces of mail misdelivered (including missorts and misdelivered) • Number of tasks per man hour • Internal Service Fund Breakeven Ratio
4. Cooperative Purchasing Services (CPS)	a) Office Supply & Maintenance, Repair & Operation (MRO) Supplies Contract Management			
	Cooperative Purchasing Services provides intense contract management services over the outsourced office supply contracts and the contracts for maintenance, repair and operation (MRO) supplies.	Business Supplies: CPS manages three office products contracts and three MRO contracts. CPS ensures correct pricing, service and product availability. CS also routinely audits state agencies to ensure office products are purchased on contract. Audits of vendor pricing are performed. Pricing is verified and any overcharges are identified and recovered. Audits of state agencies are performed to determine maverick buying.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments.	<ul style="list-style-type: none"> • Voluntary usage numbers obtained through usage reports are used to conduct a spend analysis to determine the value of the contracts. • Internal Service Fund Breakeven Ratio
	b) Purchasing Card			
	Cooperative Purchasing Services provides management of the overall Purchasing Card contract with US Bank for state agencies and political subdivisions. CPS also provides day to day operations of the state's purchasing card for state agencies. The Purchasing Card is a VISA based credit card.	This program is designed to supplement or eliminate a variety of processes including petty cash, local check writing, low-value authorizations and small dollar purchase orders. The P-Card can be used for in-store purchases as well as mail, e-mail, telephone and fax orders.	Service Rate Competitiveness. Rates are benchmarked against other private sector providers and other governments.	<ul style="list-style-type: none"> • Internal Service Fund Breakeven Ratio • Volume of Spend via Purchasing Cards • Number of agency-specific transactions.

